



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA  
Chief Executive Officer

July 8, 2010

To: Supervisor Gloria Molina, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: William T Fujioka  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

MARK RIDLEY-THOMAS  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## TELEPHONE LINE AUDIT – ZERO USAGE PROJECT

In January 2008, the Internal Services Department (ISD) initiated a countywide review of over 38,000 telephone lines without outbound toll usage. This is one of the many efficiency projects that our County has pursued over the past two years to generate ongoing savings.

Through June 30, 2010, the Zero Usage Project has disconnected 20,906 lines for a projected annual ongoing savings of over \$3.5 million, which includes approximately \$1.1 million in net County cost savings. Additionally, the project identified 14,522 telephone lines that legitimately do not have outbound usage and should be retained. These include lines for elevators, alarms, and business continuity (e.g. emergency/disaster recovery).

Over 88% of the zero usage inventory has been identified for disconnection or retention, with 35 departments/organizations achieving 100% identification. ISD will offer additional assistance, as needed, to those few departments that have not yet achieved complete substantial identification. Attached is the detailed report listed by department. The remaining departments are expected to complete their inventory identification by August 31, 2010.

In addition to departments being able to review the zero usage inventory that they have identified for retention, ISD will be engaging them in future audits, including: fax lines, telecommuting lines, data circuits, and circuits associated with County-owned telephone systems. These audits will begin in July 2010.

*"To Enrich Lives Through Effective And Caring Service"*

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If you have any questions, please have your staff contact Deputy Chief Executive Officer, Ellen Sandt at (213) 974-1186 or [esandt@ceo.lacounty.gov](mailto:esandt@ceo.lacounty.gov) .

WTF:BC:ES  
GS:CL:cg

Attachment

c: All Department Heads

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ZERO USAGE PROJECT  
BY DEPARTMENT THROUGH JUNE 2010

ATTACHMENT

DEPARTMENT NAME	NUMBER OF ZERO USAGE INVENTORY	NUMBER OF LINES RETAINED	NUMBER OF LINES DISCONNECTED	ANNUALIZED SAVINGS	PERCENT OF LINES IDENTIFIED
Affirmative Action	21	6	15	\$2,187.96	100.00%
Agri. Comm. Weights & Measures	59	56	3	\$580.08	100.00%
Alternate Public Defender	102	45	57	\$9,231.84	100.00%
Animal Care & Control	89	19	70	\$11,969.40	100.00%
Arts Commission	82	48	34	\$16,572.36	100.00%
Assessor	697	491	206	\$46,150.68	100.00%
Auditor Controller	209	70	129	\$24,301.80	95.22%
Beaches & Harbors	117	6	111	\$24,085.68	100.00%
Board of Supervisors	436	117	319	\$66,655.20	100.00%
CEO	525	98	427	\$71,554.80	100.00%
Child Support Services	359	140	219	\$28,102.20	100.00%
Children Medical Services-Pub Health	78	0	29	\$4,490.88	37.18%
CIO	9	4	5	\$762.96	100.00%
Community & Senior Services	807	250	529	\$94,202.64	96.53%
Community Development Comm.	262	171	48	\$10,968.60	83.59%
Consumer Affairs	28	24	4	\$1,307.88	100.00%
Coroner	49	25	24	\$3,615.62	100.00%
County Counsel	276	61	215	\$35,144.40	100.00%
Dept. Children & Family Services	2,493	647	1,689	\$257,430.36	93.70%
Dept. of Human Resources	161	46	115	\$38,851.92	100.00%
Dept. of Public Social Services	6,633	1,208	3,791	\$600,478.56	75.37%
DHS-Health Services	380	145	235	\$51,893.64	100.00%
District Atty	1,286	247	684	\$112,712.88	72.40%
Fire Dept.	918	572	346	\$61,585.56	100.00%
Harbor UCLA-DHS	1,397	925	472	\$51,871.80	100.00%
Human Relations Comm	15	2	13	\$2,181.84	100.00%
ISD	2,323	1,486	837	\$199,862.04	100.00%
LAC/USC-DHS	3,174	727	2,447	\$375,738.36	100.00%
Mental Health	1,651	584	1,067	\$204,432.36	100.00%
Military & Vets Affairs	20	5	15	\$2,187.72	100.00%
MLK-DHS	1,917	826	1,091	\$172,298.16	100.00%
Museum of Natural History	108	43	65	\$9,501.00	100.00%
Office of Managed Care - DHS	24	9	0	\$0.00	37.50%
Office of Ombudsman	5	3	2	\$339.12	100.00%
Office of Public Safety	98	21	38	\$5,944.44	60.20%
Olive View-DHS	185	92	4	\$576.00	51.89%
Parks & Recreation	874	499	375	\$65,279.40	100.00%
Probation	1,389	535	854	\$162,788.64	100.00%
Public Defender	324	97	227	\$37,416.12	100.00%
Public Health	1,716	74	606	\$102,734.52	39.63%
Public Library	635	518	117	\$18,784.56	100.00%
Public Works	253	207	46	\$8,360.76	100.00%
Rancho Los Amigos-DHS	42	20	16	\$12,096.00	85.71%
Regional Planning	68	15	53	\$8,659.20	100.00%
Register Recorder	245	38	207	\$64,304.76	100.00%
Sheriff Dept.	3,254	1,769	642	\$102,995.76	74.09%
Superior Courts	3,504	1,259	2,245	\$350,099.28	100.00%
Treasurer Tax Collector	403	272	131	\$20,505.36	100.00%
Miscellaneous	237	0	32	\$6,251.64	13.50%
<b>SUBTOTALS</b>	<b>39,937</b>	<b>14,522</b>	<b>20,906</b>	<b>\$3,560,046.74</b>	<b>88.71%</b>
<b>APPLIED CREDITS</b>				<b>\$52,767.55</b>	
<b>TOTALS</b>				<b>\$3,612,814.29</b>	